

myPMDD Support

Help with the myPMDD symptom and cycle tracker for iPhone.

Need help? Email studio@webdesignbelfast.net with “myPMDD” in the subject. We usually reply within two working days.

If you're struggling right now: you don't have to manage it alone. In the UK and Ireland you can call Samaritans free on 116 123, any time. In the US, call or text 988. If you're in immediate danger, call 999, 112 or 911.

Frequently asked questions

Where is my data stored?

Only on your iPhone. There's no account and nothing is uploaded to us. See the privacy policy.

What does myPMDD Pro include?

Pro is a one-off purchase with no subscription. It unlocks the clinician report (a PDF with a daily symptom chart by cycle phase, averages by phase, impact on daily life and your medication) and the full Insights screen. Daily logging, the cycle calendar, medication tracking, reminders and the app lock are free.

How do I restore my purchase on a new phone?

Open myPMDD › Settings (the gear on the Today screen) › *Restore purchase*. Make sure you're signed in with the same Apple Account you bought Pro with.

Can I move my diary to a new iPhone?

Your diary moves with your iPhone backup. Restore your new phone from an iCloud or computer backup of your old one and your entries will come with it.

How do I share my records with my GP?

Go to Insights › *Export clinician report (PDF)*, then send it by email, AirDrop or print it. PMDD is usually assessed using at least two cycles of daily tracking, so log every day if you can, including good days.

My reminders aren't appearing

Check iPhone Settings › Notifications › myPMDD and make sure notifications are allowed. Then in myPMDD, turn medication reminders off and on again in Settings.

How do I turn on Face ID lock?

In myPMDD › Settings › Privacy, switch on *Lock with Face ID*. Your iPhone needs a passcode set for this to work.

How do I delete all my data?

Delete the myPMDD app from your iPhone. This permanently removes everything the app has stored on that device.

Is myPMDD a medical device?

No. myPMDD is a diary to help you and your clinician see patterns. It doesn't diagnose or treat any condition. Always talk to a healthcare professional about your symptoms and treatment.

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